

Administration Volume  
Food Instrument Accountability Section

Food Instrument (FI) Replacement-Returned FI, Returned Infant Formula and Custody Change (3.06100)

ER# 3.06100

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**POLICY:** The local agency (LA) shall replace food instruments returned by the participant, formulas returned by or not received by the participant or returned food instruments due to custody change according to policy guidelines.

**PROCEDURES:**

- A. When a participant requests a replacement food instrument, the LA:
1. Should deal with the participant's request the same day when possible.
  2. Must give the participant an appointment to return, if cannot be worked in on the day of the request. The appointment must be before the food instruments being replaced will expire.
  3. May mail the food instruments if the situation indicates it is the most reasonable action to take.
- B. The LA shall use the following procedures for replacing returned food instruments:
1. The participant must return the actual food instrument.
  2. The food instrument must not be expired.
  3. If damaged, the returned food instrument must have enough information to be able to verify the FI number and the last date to use.
  4. Void the food instrument to be replaced and document reason for void in MOWINS.
  5. Food instruments returned by the participant shall be re-issued as a prorated package. Refer to [ER# 2.08500](#).
- C. The LA shall use the following procedures for food instrument replacement when the participant returns with a "Partial Infant Formula Food Instrument Redemption" form (WIC-21) issued by a contracted vendor. Refer to [ER# 3.08500](#).
1. Replace from stock at the agency, if available, or issue a new food instrument for the same formula originally issued and the exact number of cans marked on the form as not redeemed.
  2. Send the original WIC-21 to the state office within 10 days of receipt. For documentation purpose, either keeps copy of the WIC-21 in a central file or document in the general note in MOWINS.
- D. The LA shall use the following procedures for food instrument replacement when the

participant returns with infant formula and needs it replaced with a different formula.

1. The number of cans of the new formula to be issued shall be prorated, based on the number of days left in the current month (not the number of cans that was returned). Refer to [ER#2.08500](#).
  2. Send the participant to the CPA for counseling on the use of the new formula.
  3. Replace the returned formula with formula on hand at the agency. If formula is not on hand, issue replacement food instrument(s) for the new formula using the add/replace feature in MOWINS.
- E. The LA shall use the following procedures for food instrument replacement due to custody change.
1. If the food instruments have already been redeemed, the food instruments cannot be replaced.
  2. If the food instruments have not been redeemed, replace and reprint the food instruments using the "custody change" FI replacement reason in MOWINS.
  3. Food instruments shall be re-issued as a prorated package. Refer to [ER# 2.08500](#).
- F. The LA shall document all food instrument replacement or denial of replacement in the general note in MOWINS, indicating the reason for the replacement.
- G. Replacement of a food instrument shall not affect the next scheduled WIC appointment.
- H. The LA shall request authorization from the state agency (SA) if special circumstances warrant food instrument replacement outside the procedures in this policy.